



Case study

Agile infrastructure for flexible co-working

Delivering fully-integrated building services across EMEA for one of the world's leading workspace solutions providers

£9m

Approx. programme value

38

Total sites

27,254

Total desks

6

Number of countries

167

Number of floors

1,771,708

Usable ft²

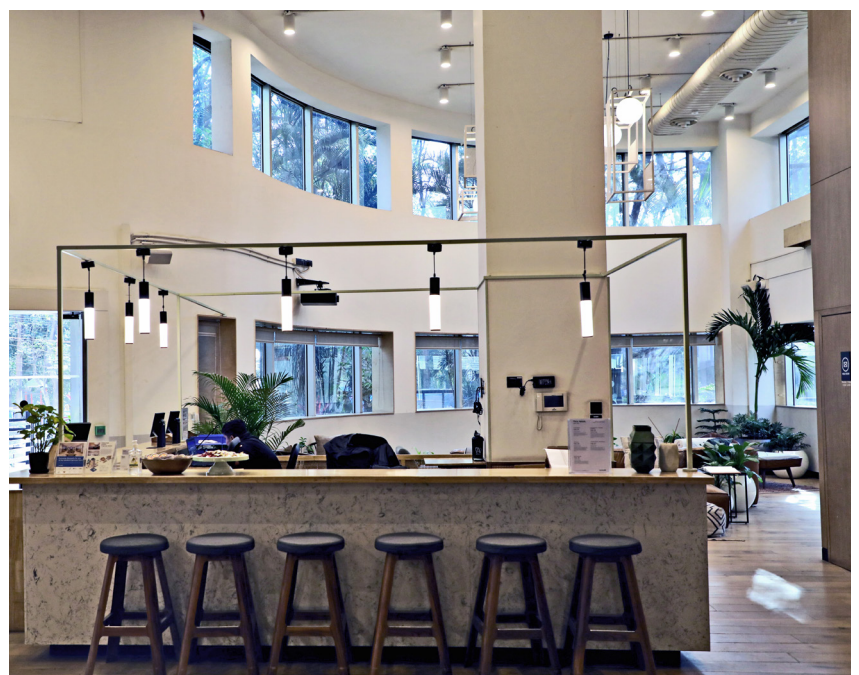


The world of work is changing — companies now increasingly need offices that flex to evolving demands in a variable world. Teams need spaces that foster collaboration while prioritising well-being. Employees need a place to focus while having the freedom to work where and how they want.

To this end, flexible workspace providers are revolutionising the way people and companies work. But offering this level of flexibility requires these shared spaces to have an agile technology infrastructure that can accommodate each tenant's needs.

For the last three years LMG has worked with one of the world's leading co-working space providers to support its expansion across Europe. This work has culminated in the creation of some of the most desirable, agile, productive and efficient co-working and flexi workspaces available.

As part of an extensive £9m series of projects, LMG provided the IT cabling, LAN & WiFi, AV and physical security across a total of 38 sites in the UK, Ireland, France, Germany, Spain and South Africa. This involved LMG fitting out more than 27,000 desks across 167 floors and more than 1,700,000 of usable ft².



The challenges

Managing and delivering these projects was an enormous endeavour requiring huge levels of technical skill, supply chain management and customer service.

Tight timescales

One of the biggest challenges with all of the projects was the very tight timeframe for fit outs. These ranged from 3-8 weeks depending on the size and style of the site.

LMG had to adapt to all the normal challenges of working on a construction site such as there being limited space and poor conditions to work in. Also, with IT and AV typically the last elements to be installed, LMG regularly found its planned time being squeezed by other contractors' late delivery.

The customer was very clear with each project that the site must open on a specific date, therefore LMG worked under massive pressure to get the job done, at times running 24-hour working on site to ensure it always delivered on time.

Each site also presented its own challenges. One particular site in London, was a listed building that brought added complexity.

Management of the supply chain

Being responsible for four technology workstreams (IT cabling, LAN and WiFi, active IT, AV and physical security) LMG needed to have a firm grip on the management of its supply chain. With no space on site for storage and with ultra-tight deadlines, the right materials had to be delivered at the right time. Any missed deliveries or out of stock items and it would have been game over!

LMG's 30 years of industry experience and long-standing spend with its suppliers has cultivated deep relationships and levels of trust and confidence that ensure its suppliers honour their commitments. When someone says they've got it, they've got it.



EMEA-wide delivery

With 19 of the 38 sites involved in this project outside the UK, LMG had to demonstrate a robust delivery model that could scale.

As part of the LanTro Global Alliance Partnership (LGAP) – a \$400m global organisation and the largest IT infrastructure contractor alliance worldwide – LMG was able to draw on its global network to deploy best-in-class solutions. Through LGAP, LMG can provide consistently high-quality resources, at a predictable cost, under a single SLA schedule anywhere in the world. This enabled the customer to avoid the risk and expense of contracting unknown, unproven local organisations.

For the projects in Ireland, France, Germany and Spain, LMG sent a UK team to site for the duration of the fit out to take full ownership and control of the project delivery. With European labour costs typically higher and work yields lower, it was more cost effective to have LMG teams in Europe staying locally to get the work done.

For the two sites in South Africa, LMG worked with LGAP partner InterConnect Systems. LMG retained overall responsibility for the project management given that it already had a proven knowledge and understanding of the customers standards and specifications but utilised InterConnect's local, highly-skilled team for the fit out.

Going the extra mile

During LMG's first big fit out for the customer in France there were huge backlogs in Calais as a consequence of Brexit, which looked as if they would impact the delivery of materials to site and ultimately jeopardise the project. To guarantee its ability get materials to site and deliver on time, LMG took the unusual step of driving materials from the UK itself to make sure everything was under its full control. The end result was that LMG was again able to meet the client's deadline.



The LMG value

LMG was unique in offering and having the credibility to deliver a complete, unified, fully-integrated and coordinated series of projects — that could encompass the cabling, LAN and wireless network, CCTV, access control and the AV systems — at the scale and volume the customer required.

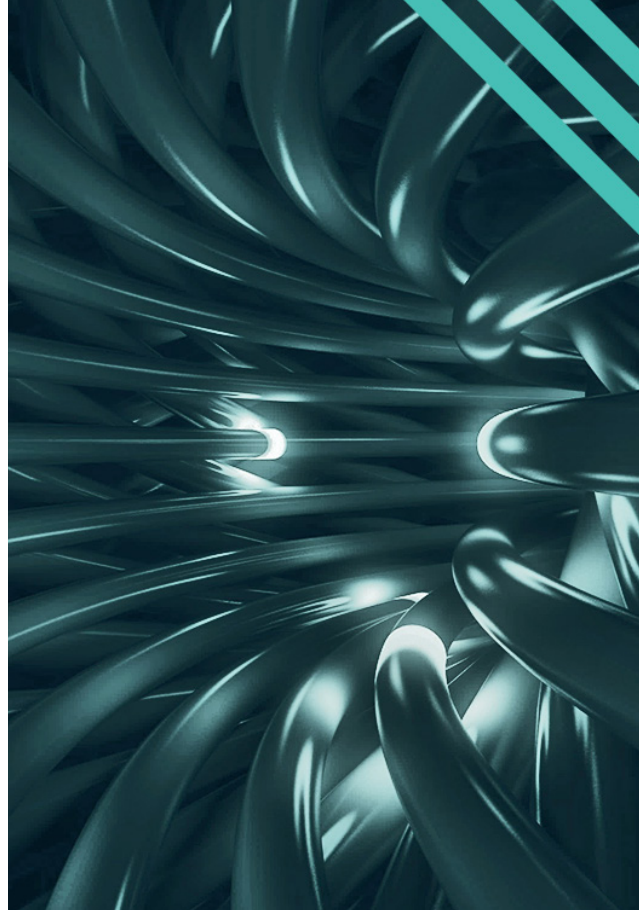
Traditionally, all these elements would be procured individually as separate packages from specialist providers but instead, LMG was able to bring everything together in one place — no disparate, disconnected siloes. The customer got one point of contact, one point of billing, one point of reporting and crucially — one point of accountability. In one easy step LMG's unified delivery model was able to strip away all the potential layers of complexity to simplify and de-risk each of the 38 individual projects.

A flexible procurement model enabled LMG to price each job on a per desk / per ft² ratio based on the customer's pre-defined design and build template. The LMG service was delivered as a fully integrated package but each technology workstream could be quoted as its own separate element to provide the procurement flexibility the customer needed.

A delivery template for success

Owen Williams, Head of Intelligent Building Solutions at LMG:

“The sheer scale and success of these projects — not just in the UK but across Europe — provides a powerful example of LMG's unique ability to support the agile technology infrastructure needs of flexible co-working spaces. We have the skill, experience and know how to deliver customer requirements at scale and at speed.”



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